POSITION DESCRIPTION

DOA-15302 (C07/2015)
PREVIOUSLY OSER-DMRS-10
State of Wisconsin
Department of Administration/Division of Personnel Management

Rvsd 2/6/20

1. Position No.	2. **Cert** / Reclass Request No.	3. Agency No.
318131	20-8463 Effective:	566

4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS
	Wisconsin Department of Revenue (DOR) Division of Technology Services (DTS) Customer Service Bureau
6. CLASSIFICATION TITLE OF POSITION IS Technical Services Consultant Administrator	Customer Support Center Section Workstation Support Unit 2135 Rimrock Road, MS 4-224 Madison, WI 53714

7. CLASS TITLE OPTION (to be filled out by Human Resources Office)	8. NAME AND CLASS OF FORMER INCUMBENT Cory Wiedenhoeft, IS Technical Services Specialist

9. AGENCY WORKING TITLE OF POSITION Workstation Support Consultant	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES

11. NAME AND CLASS OF FIRST-LINE SUPERVISOR William Christianson Management Information Chief	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS?   Yes [ ] No [X]
    IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

   SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

   — GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
   — WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
   — TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES (Continue on attached sheets)
	SEE ATTACHED

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION

   a. The supervision, direction, and review given to the work of this position is [ ] close [ ] limited [x] general.

   b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.

   Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

   I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.

   Signature of employee _____ Date _____

18. Signature of Human Resources Manager _____ Date _____

IS Technical Services Consultant Administrator (Position # 318131) 02/06/20

POSITION SUMMARY (Line 14)

This position is the agency's technical expert and authority for computer hardware, software and peripherals used by Department employees. This position is considered the highest level of technical authority for professional IS work related to support and maintenance of desktops, laptops, tablets, mobile devices, Smart boards, and printers. This position will direct the analysis, configuration, testing, implementation and change control of hardware and software upgrades and maintenance. This includes the resolution of production-support incidents. This position will provide expert technical direction, guidance and consultation to the agency's managers, developers and technicians regarding hardware, software, and peripherals.

This position will be responsible for ensuring that new and existing technical policies, standards, configurations, requirements, and procedures are compatible with Agency IT goals and objectives. This position has direct influence in the establishment and modification of technical standards, policies and procedures, for the development, deployment, and maintenance of standard software images used to load/reload computers. This position will complete installation and reallocation of desktop and laptop computers and any peripherals or special equipment. This position will be responsible for the proper utilization of an automated software configuration management system used to deploy standard software to DOR computers.

The position requires advanced working knowledge of leadership techniques, project management, operating systems and system configuration software. This position is responsible for establishing and maintaining excellent customer, vendor and peer relationships. This position leads and serves on project teams providing input and direction regarding IT standards and strategies.

The position may require travel (with or without a reasonable accommodation) to any of the DOR offices in or out of state to work on specific projects, including upgrades, installations, relocations of existing equipment, resolution of technology problems and providing instruction for staff in remote offices.

This position will function with a high degree of independence. There is little review of technical recommendations and solutions by a supervisor. This position works under the broad policy guidance of the Customer Support Center Section Chief.

TIME % GOALS AND WORKER ACTIVITIES (Line 15)

50% A. Manages, leads and directs the development and maintenance of configuration, installation and setup procedures and methods for client/server and computer hardware and software that impact agency IS functions.
  A1. Lead and direct DTS staff in configuring, installing and maintaining standard computer hardware and software systems.
  A2. Direct hardware and software configuration and installation support activities performed by contract vendors and as necessary other staff within the unit, section, and IT bureau.
  A3. Contact, work with and direct vendors and DTS staff to resolve complex technical issues and problems with hardware and software as they occur.
  A4. Establish hardware and software configuration standards to meet State and Agency technical and security standards.
  A5. Periodically conduct State and Federal security reviews and audits of agency desktops, laptops, mobile devices, and printers.
  A6. Working with the Chief Information Security Officer, determine and implement security policies and procedures for desktop and laptop security patch implementation and updates.
  A7. Instruct contract vendor staff as well as in-house staff using formal and ad hoc sessions as required on policies, procedures and standards for hardware and software upgrades and configurations.
  A8. Meet with department management and key business partners to plan and establish the introduction and placement of new and/or updated IT solutions consistent with State Standards.
  A9. Lead computer hardware and software deployment and upgrade projects per the DTS Project Framework.
  A10. Review, analyze and present/disseminate information along with findings and recommended actions to DTS Managers.

A11. Monitor hardware and software usage for system performance and storage optimization.
A12. Set up Organizational Units (OU), Group Policy Objects (GPO) and product settings that will compy with DOR policies and direction using advanced knowledge of network architecture.
A13. Provide regular reports on the status of projects, tasks and activities per the DTS Project Framework.

30% B. Investigate, evaluate and recommend computer hardware, software, mobile devices, printers and peripherals to meet Agency business needs and adhere to State and Agency IT standards and security.
B1. Conduct research and work with vendors to obtain information regarding technology trends and directions in software and hardware.
B2. Conduct complex studies of new and existing information technology needs, systems/sub systems and develop department recommendations concerning hardware, software, policies and procedures.
B3. Identify potential and ongoing complex information technology hardware and software problems within the agency, research and present recommendations to resolve them.
B4. Develop and maintain technical documentation and training materials and conduct IT training for the Workstation and Service Desk Unit as well as DOR Business partners.
B5. Assist in the establishment and support of technical tips and tricks for the DTS Technical Tips blog and other presentations or training.
B6. Recommend and present IT hardware and software configurations that support capabilities and parameters of the agency.
B7. Ensure that new and existing technical policies, standards, configurations, requirements, and procedures are compatible with Agency IT goals and objectives.

20% C. Other tasks as assigned.
C1. Train and mentor other technical staff regarding hardware and software configuration, implementation and maintenance activities.
C2. Attend appropriate training courses and read technical publications to maintain a high level of technical knowledge.
C3. Monitor equipment performance and coordinate required maintenance with vendors in a timely manner.
C4. Provide management reports as directed.
C5. Create and maintain technical manuals and procedures for configuration and installation protocols, users' information, hardware manuals, software manuals, and other related documentation to support Technical Staff and aid users in using hardware and software.
C6. Serve on a variety of technical committees and projects.
C7. Assist management in completion of specially assigned projects.

KNOWLEDGES, SKILLS AND ABILITIES

1. Knowledge of Microsoft Office 365 and Office 2013/2016 fundamentals.
2. Knowledge of Computer/LAN fundamentals.
3. Knowledge of routers, switches, hubs and other LAN equipment.
4. Knowledge of Microsoft Windows 10 operating system fundamentals.
5. Extensive knowledge of problem diagnostic and resolution techniques.
6. Extensive knowledge and abilities of IT systems/subsystem configuration and support.
7. Extensive knowledge of department's operating systems and programs.
8. Knowledge of leadership techniques and project management methodologies.
9. Ability to learn new operating systems that are currently in use or will be used in the future by DOR.
10. Ability to work with vendors, or other resources, to identify, research and resolve complex system software and hardware problems.
11. Extensive knowledge of needs assessment techniques.
12. Ability to clearly communicate computer capabilities, standards, limitations and suggested improvements to management, customers, developers and other staff members.
13. Strong and effective oral and written communication skills.
14. Extensive knowledge of methods used to consistently and rapidly deploy operating systems and standard software.
15. Ability to exercise initiative, diplomacy, and patience in working with co-workers, subordinates, vendors, varying workloads, interruptions, and deadlines.
16. Ability to interpret and apply written policies and procedures to individual situations ranging from routine to complex and unusual.
17. Ability to recommend, develop, and implement technical policies, standards, guidelines and procedures.
18. Advanced skill in leading teams and other business users in IT hardware and software configuration and installation projects.
19. Ability to lead, plan and schedule hardware and systems software installations and upgrades.
20. Advanced knowledge of Microsoft's Service Center Configuration Manager software.
21. Knowledge of Internet Explorer Administration Kit (IEAK).
22. Ability to conduct security risk and vulnerability assessments of planned and installed information systems.
23. Advanced ability to lead production related projects, processes and subprocesses/applications including Outlook, Office, Quicken, ACL and many more.
24. Advanced knowledge of network architecture to set up Organizational Units (OU), Group Policy Objects (GPO) and product settings that will compy with DOR policies and direction.

Special Qualification: Ability to lift up to 45 pounds with or without a reasonable accommodation is required.

Position may require travel (with or without a reasonable accommodation) to any of the DOR offices in or out of state to work on specified projects.